July 30, 1996

Mark Young
NY Metro Region

To: All Retail Managers
All Division Manager

Subject: SIAP / Program Objectives for 1996
(call count / coverage objectives as it relates to Retail Rep E's)

Dear Managers,

As information, after talking to several managers on the call count and coverage objectives for newly hired Retail Representatives, new SIAP objectives have been set for the first 3 months of employment:

	Calls Per Day	***Coverage***
1st month of employment:	*4 calls per day*	*50%*
2nd month of employment:	*5 calls per day*	*65%*
3rd month of employment:	*7 calls per day*	*80%*
4th month of employment:	*8 calls per day*	*92%*

This change will allow a new Retail Representative the necessary time for classroom and mentor training without being penalized for the first three months of employment.

If you have any questions, please give me a call.

Sincerely,
Mark Young

cc: Rory O'Rourke
Lori O'Connor

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Source: https://www.industrydocuments.ucsf.edu/docs/xxdp0000